



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
WASHINGTON, D.C. 20314-1000

REPLY TO
ATTENTION OF:

CECW-ON

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,
CHIEFS, OPERATIONS DIVISIONS

SUBJECT: National Recreation Reservation Service Restructuring

1. Reference Memorandum, CECW-ON, 13 January 2003, subject: The National Park Service Joins the National Recreation Reservation Service. The memorandum announced that the National Park Service (NPS) would join with the Forest Service and the U.S. Army Corps of Engineers in providing public reservation services for recreation sites and facilities through the National Recreation Reservation Service (NRRS) in fall 2003. The memorandum also stated that a joint communications strategy for all agencies would be developed to explain in detail the reasons and benefits of this action. This memorandum provides a progress report for this effort and encloses the referenced joint communications strategy.
2. As designated by the Office of Management and Budget (OMB), the NRRS will become the single service for recreation reservations for Federal parks, facilities and activities. The vision of the NRRS has always been to provide easy, seamless service for the public to make reservations for Federally operated recreation sites and facilities, and integrating the NPS into the NRRS is an important step in realizing that vision. After careful analysis, however, it was determined that this integration would be accomplished best through a new and comprehensive contract solicitation to provide one-stop reservation service to all Federal recreation opportunities.
3. Accordingly, the Forest Service, Corps of Engineers, NPS, Bureau of Land Management (BLM), and possibly other Department of Interior (DOI) agencies, with the oversight of OMB, plan to integrate their respective campground reservation services through the development of an interagency contract solicitation for these services. The acquisition process will begin immediately, with transition to a new and fully integrated, restructured NRRS projected for fall/winter 2004.
4. Over the next 18 months, the agencies will work together closely, under the oversight of OMB, to accomplish the integration by the target date. Agencies will seek input soon from their respective field managers, as part of the development of the contract solicitation. This will allow the agencies to build upon their best business practices, as established in the current reservation services, and provide for a fully integrated, high-quality recreation reservation service, which will provide improved service to the agencies and our customers.

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5. In the interim, those NPS parks currently offering campsite reservations will remain with their current reservation service contractor until the new, integrated contract services are available. As an initial migration strategy, the NPS will add several National Parks not currently offering reservation services to the NRRS. In addition to the NPS Parks, BLM will add one recreation area, with several facilities. These new parks will be incorporated into the NRRS as soon as feasible, but no later than fall 2003. The incorporation of these NPS and BLM parks is a significant milestone for the NRRS and will begin the process of providing truly seamless service to our recreation customers.

6. I understand that there will be many questions regarding this effort, as well as some uncertainty regarding the transition in 2004 to the restructured NRRS. The enclosed communications strategy is provided to assist all team members in understanding these actions, as well as to answer questions from our customers. I will continue to provide timely updates, as the project evolves and information becomes available.

7. I am proud the Corps is at the forefront of this progressive initiative. The provision of seamless, comprehensive public recreation information and services is good for our customers and for our business. This project is consistent with the President's Management Agenda and its focus on electronic government, and represents the best in good government. With the contributions of Corps field personnel and the incorporation of lessons learned from the existing NRRS and other agencies' reservation services, I am certain the new NRRS will provide greatly improved service to our customers and the agencies, and will become the standard for one-stop provision of cost effective and efficient public services.

8. The Point of Contact in CECW-ON for the NRRS is Ms. Judy Rice, (202) 761-4751. The Corps NRRS Program Manager and Contracting Officer's Technical Representative is Mr. Greg Webb, (817) 978-4641. The NRRS Interagency Program Manager is Ms. Lynne Beeson, (864) 333-1150.

FOR THE COMMANDER:



Encl

ROBERT H. GRIFFIN
Major General, USA
Acting Director of Civil Works

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